



DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT

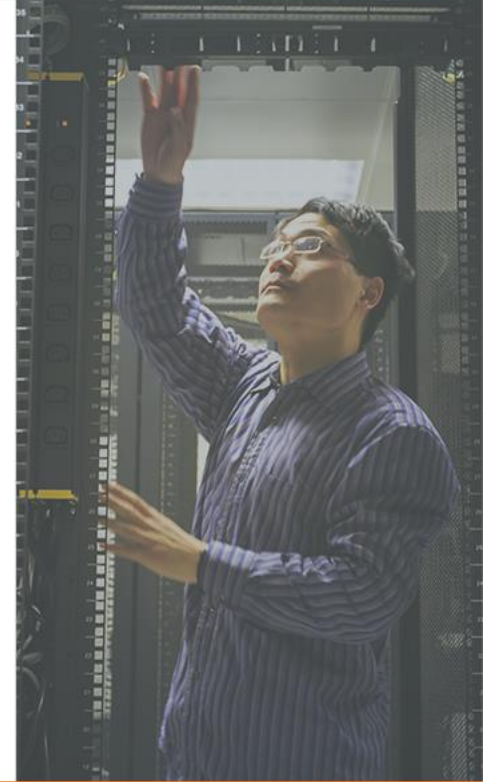
Welcome to Southeastrans!

TECHNOLOGY

RELATIONSHIPS

INNOVATION

RESULTS



Company Slogan

“Where Every Ride Matters”

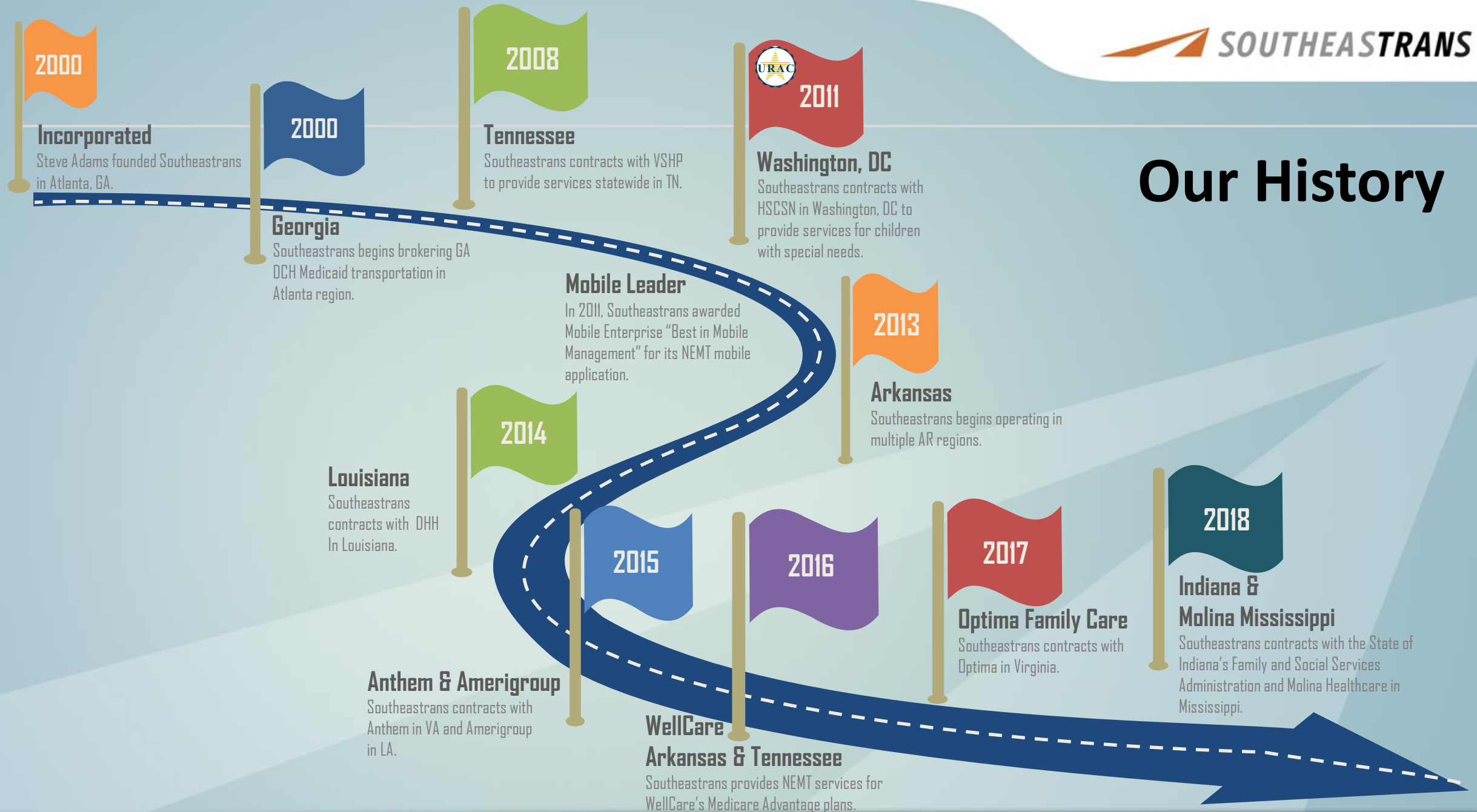
- Refocus on customer service
- Create culture of member-minded representatives
- Develop a level of *contagious* accountability
- Educate and engage every employee (Plugged In)

OVERVIEW

- SET History
- Current Challenges
- Improvements
- Pick Up & Delivery Standards
- Facility Portal
- Send Backs
- Member No Show
- Special Services Department
- Provider Portal
- Quality Assurance

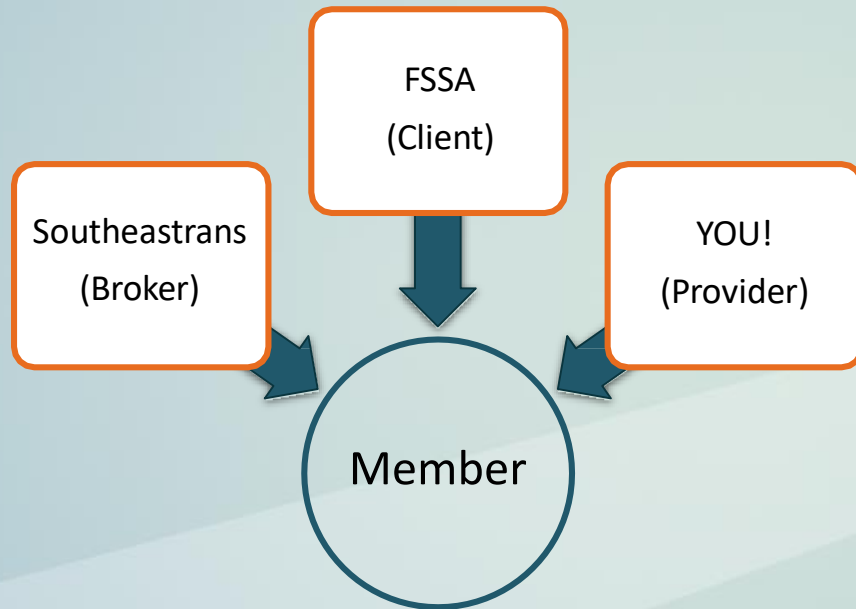


Our History



Broker, Client and Provider Relationship

The Broker, Client and Provider work together to provide non-emergency medical transportation (NEMT) services to Indiana Medicaid Members.



- Southeastrans contracts with private companies (providers). Our responsibility is to administer and oversee the NEMT process for eligible individuals.
- FSSA is responsible for assuring that Indiana residents have the opportunity to request and receive Medicaid services, including NEMT, and that providers of these services are reimbursed.
- The Provider is responsible for transporting members safely to their medical appointments in a timely manner.

CURRENT CHALLENGES



Southeastrans can currently fulfill approximately 85% of requested rides

Member awareness has increased the number of requests for rides

Providers' business challenges impact supply of vehicles/drivers

IMPROVEMENTS SINCE JUNE 2018



1,300 to 1,500 vehicles currently in the network and growing

Enrollment in gas reimbursement program is shortened /easier

Increased number of iPads in use by providers. Currently a total of 244 providers are in the network with over 66 providers using iPads or similar electronic devices

Increased portal usage (Facility and Member)

We Need Your Help!

As we launch Medicaid Transportation service in Indiana (FSSA) we want to make sure everything runs as smoothly as possible.

- One way you can help us is to let us know the FSSA Medicaid Members who you currently transport. This will allow us to verify these trips and to associate your company as the preferred provider for the transport.
- You can use the Excel file to enter your current trips or use your own file format and upload the file using the form (sent via email).
- You can also email your list of FSSA Medicaid Members to your Southeastrans Provider Relations Manager for further assistance.

Pick-up and Delivery Standards

NEMT services must comply with the following minimum service delivery requirements:

- Arrival before the scheduled pick-up time is permitted; however, a Member shall not be required to board the vehicle before the scheduled pick-up time.
- The Transportation Provider is not required to wait more than ten (10) minutes after the scheduled pick-up time.
- Members are to be aware of pick-up time for transportation to appointments when the transportation request is made. Any deviation from the stated time of more than fifteen (15) minutes is not acceptable as timely service. For the return pick-up from an appointment, the vehicle shall arrive within one (1) hour from time of notification.
- In multiple passenger situations, ensure that no Member is forced to remain in the vehicle more than forty-five (45) minutes longer than the average travel time for direct transport from point of pick-up to destination.
- Drivers shall deliver Members to their destinations on time for their scheduled appointments and assistance must be provided if requested or necessary.
- If a delay occurs in the course of picking up scheduled riders, the Transportation Provider must contact Southeastrans to inform them of the delay in arrival of vehicle and related schedule.
- The Transportation Provider re-confirms the pick-up time and location with the Member twenty-four (24) hours ahead of the scheduled medical appointment.
- The Transportation Provider must arrive on-time to all confirmed appointments.

Scheduling A Trip

ELIGIBILITY

- Southeastrans will determine coverage eligibility for a member each time a trip is scheduled.
- The appointment reason and provider will be verified as an IHCP approved healthcare provider and service.
- Non-IHCP approved services or providers will be denied, and a letter will be sent to the member stating the reason for the denial.



PRIOR AUTHORIZATION PROCESS

- Southeastrans will complete and submit all required Prior Authorizations on behalf of the member.
- Prior Authorizations for trips in excess of 50 miles one-way, outside the State of Indiana, or modes of travel by commercial air, bus, or train must be submitted prior to the trip's date of service!

How to Schedule a Trip - Facility


- Non-urgent trips can be scheduled by:
 - using the Facility Portal - 24 hours / 7 days a week
 - faxing the Nursing Home Form to 317-642-0913
 - calling the Facility Line at 1-855-325-7588 - Monday – Friday, 7 a.m. – 6 p.m. EST
- If the facility has identified the provider in advance and gained the provider's acceptance, the trip can be scheduled by calling the Facility Dispatch Line at 1-888-822-6124, Monday – Friday, 7 a.m. – 6 p.m. EST
- Scheduling for urgent trips occurring in less than 48 hours can be completed by calling the Facility Line 1-855-325-7588 - 24 hours / 7 days a week

FACILITY Portal Access


Request an Account: www.southeastrans.com/facilities




FACILITY PORTAL



[Home](#) [Book a Trip](#) [Standing Order](#) [Search for Trips](#) [Forms](#) [Contact Us](#) [demouser](#)



You have the most current data. *Last Updated Today at : 3:42 PM*

 More

Arrivals

Departures

08/11/2017

Save in EXCEL

PDF

Dial-a-Facility46

Trip ID	Member Name	Arrival Date	Est Arrival Time	Appointment Time	Show/No Show	Cancel Trip
2699	Woody, Sheriff	8/11/2017	10:30 AM	10:30 AM	<div>...</div>	<div>Cancel</div>
3288	Lightyear, Buzz	8/11/2017	4:30 PM	4:30 PM	<div>...</div>	<div>Cancel</div>
3287	Woody, Sheriff	8/11/2017	5:30 PM	5:30 PM	<div>...</div>	<div>Cancel</div>

Showing 1 to 3 of 3 entries

Previous

1

Next

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Special Services Department

Responsible for scheduling Standing Orders (subscription trips to facilities such as dialysis, behavioral health, etc.) and all trips originating from a skilled nursing facility.




Special Services Department

As a Provider, you will be required to complete forms related to a Member's Standing Order:

The Standing Order Modification Form is used to make corrections to standing order trips.

The form is filled out by the Provider and returned to Southeastrans. Southeastrans will contact the Facility to verify and update the manifest with the new changes.

The member or facility will need to set up the first week of trips while the standing order is being processed into the Southeastrans system.



SUBSCRIPTION MODIFICATION FORM

This form must only be used for advising Southeastrans of permanent changes to subscriptions.

Provider: _____

Today's date: _____

Member's Name: _____

Member ID: _____

Facility: _____

Reason for modification:

☐ Appointment Time Wrong Correct Time _____

☐ Time Wrong for Return Pick Up Correct Time _____

☐ Pick Up Address Wrong Correct Address _____

☐ Drop Off Address Wrong Correct Address _____

☐ Member no longer attends _____

☐ Leg Missing _____

☐ Mode of Transportation Wrong Correct Mode _____

☐ Incorrect days Correct Days: SU M T W R F SA

☐ Other change _____

Fax completed form to 678 510 1349

(For SETI internal use only)

Name of person contacted at facility	
SETI Representative's Name:	
SETI Representative's Signature:	
Date changes done in Trapeze:	

Holiday Schedules

The Southeastrans office will be closed on:

New Year's Day • Memorial Day • Independence Day • Labor Day
Thanksgiving Day • Christmas Day

Southeastrans Dispatch is open 24x7x365

If the holiday falls on a day that is a Provider's regular day of operation, the Provider must be available to transport.

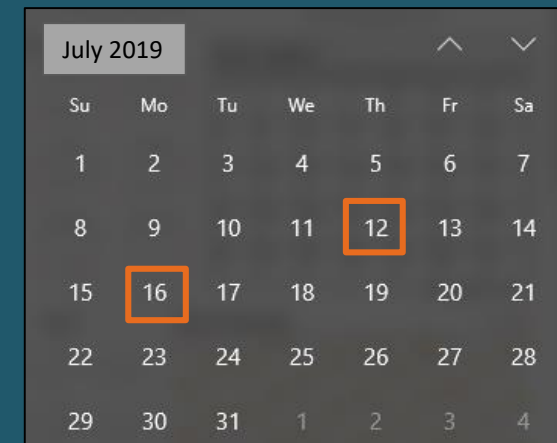
Send Backs

- If you are unable to provide transportation for a Member, you must decline the trip using the iPortal
- Send backs are due two (2) business days prior to date of service to avoid the member missing the scheduled appointment.

Day of Service (Member's Travel Day)	Send Backs due (two business days prior to Day of Service)
Monday	Thursday at 12:30pm
Tuesday	Friday at 12:30pm
Wednesday	Monday at 12:30pm
Thursday	Tuesday at 12:30pm
Friday	Wednesday at 12:30pm
Saturday	Thursday at 12:30pm
Sunday	Thursday at 12:30pm

Example:

A Member's scheduled day of service is
Monday, July 16th.



July 2019

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Send backs
are due
Thursday,
July 12th at
12:30 pm.

Member No Show

A member no-show is when a Member is not at the pre-arranged pick-up point within ten (10) minutes of the scheduled time and the

Provider's driver leaves without picking up the Member (due to no fault of the Provider).

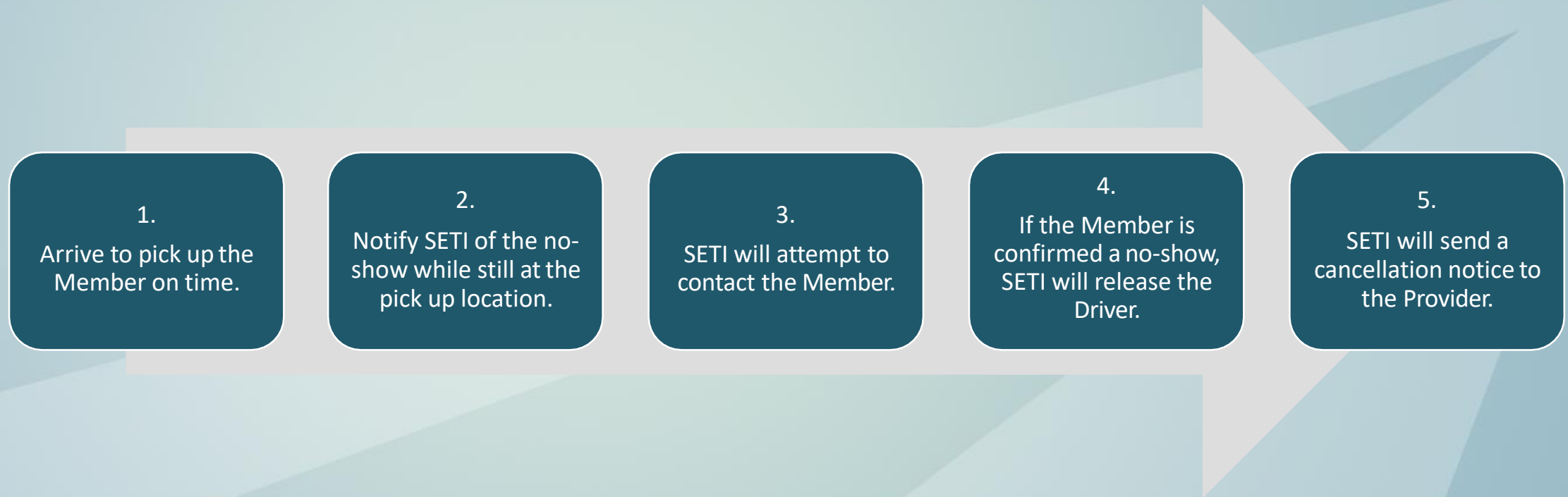
The Provider is encouraged to email Quality Assurance (QA) for proper documentation at INQA@Southeastrans.com



The driver must indicate the no show on the iPad.

Member No Show

In the event the iPad is out of service, you must follow the steps below



Accident/Incident Instructions

Secure &
Assess

Notify

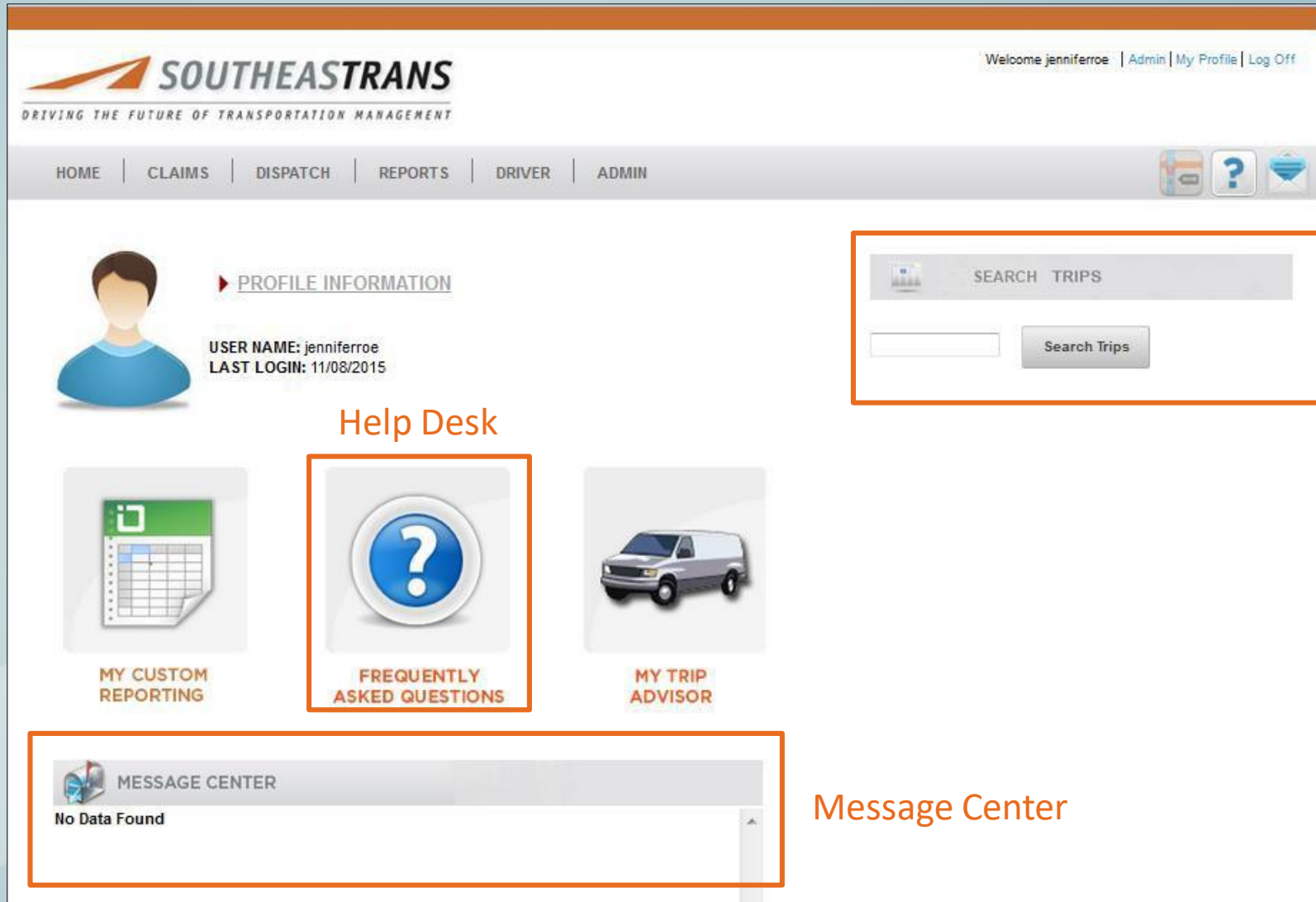
Report

Accident/Incident Instructions



- Call 911 immediately! Have an ambulance dispatched to the scene upon the appearance of any injury to passengers or driver.
- When the ambulance arrives anyone refusing treatment must sign a no-treatment no-transport form.
- Southeastrans must be notified next regardless of the day or time of day of any vehicle collisions involving Provider vehicles transporting Member(s) or any other incident resulting in injury or possible injury to Member(s) or anyone else.

iPortal Homepage



The screenshot shows the Southeastrans iPortal homepage. At the top, the Southeastrans logo and tagline "DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT" are on the left, and a user welcome message "Welcome jenniferroe" with links for "Admin", "My Profile", and "Log Off" are on the right. Below this is a navigation bar with links for "HOME", "CLAIMS", "DISPATCH", "REPORTS", "DRIVER", and "ADMIN". To the right of the navigation bar are three icons: a folder, a question mark, and an envelope. The main content area features a "PROFILE INFORMATION" section on the left with a user icon and details: "USER NAME: jenniferroe" and "LAST LOGIN: 11/08/2015". To the right of the profile is a "SEARCH TRIPS" section with a text input field and a "Search Trips" button. Below the profile section are three large icons: a calendar for "MY CUSTOM REPORTING", a question mark for "FREQUENTLY ASKED QUESTIONS", and a van for "MY TRIP ADVISOR". At the bottom left is a "MESSAGE CENTER" section showing "No Data Found".

PROFILE INFORMATION

USER NAME: jenniferroe
LAST LOGIN: 11/08/2015

SEARCH TRIPS

Search Trips

MY CUSTOM REPORTING

FREQUENTLY ASKED QUESTIONS

MY TRIP ADVISOR

MESSAGE CENTER

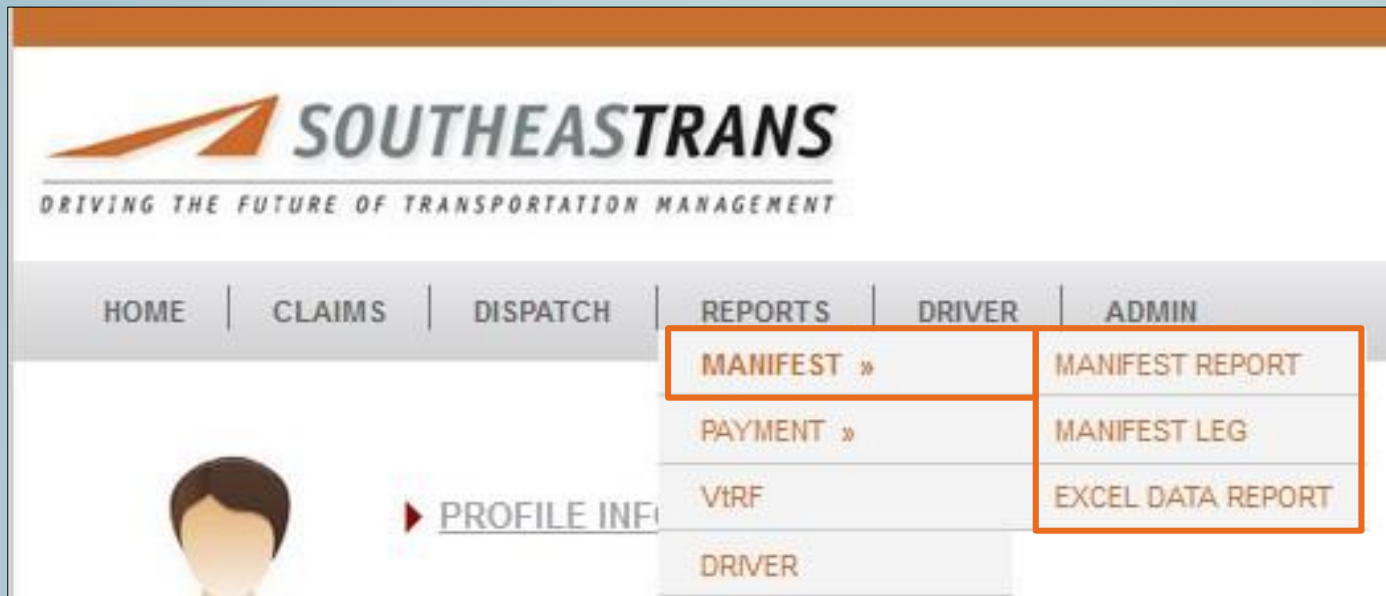
No Data Found

Search for Trips

Help Desk

Message Center

Manifest Reports Overview

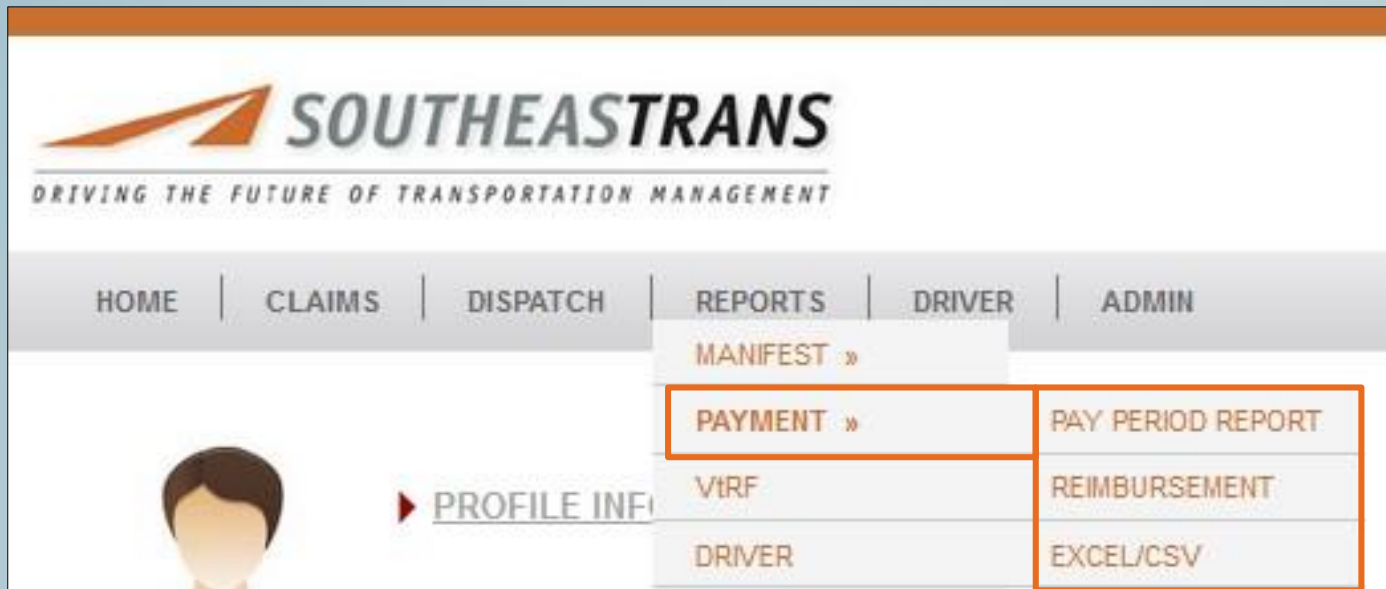


Reports > Manifest

- Manifest Report: Most common manifest format
- Manifest Leg Report: Provides information specific to a Trip Leg
- Excel Data Report: Can be uploaded into other software

Note: Information on the Manifest Reports is live. The reports change as trips are Added, Modified or Cancelled.

Payment Reports Overview



Reports > Payment

- Pay Period Report
 - Summary: Chronological listing
 - Detail: Resembles the manifest report format
- Reimbursement Report: Main payment report; Only report that lists denials
- Excel/CSV Report: Can be uploaded into other software; Very large and not printer friendly

Manifest Instructions

SOUTHEASTTRANS

Provider: Speedy Z's	Date: 11/13/2017	New	4	Modified	0	Cancelled	0	Total	4
NEW									
Trip ID: 4634-A	Leg ID: 9002	Client: Anthem Plus	Mbr Name: [REDACTED]			Mbr ID: 599	Mbr Age: 27		
PU Date/Time: 11/13/2017 7:15 AM		Address: [REDACTED], Richmond, VA, 23223				Phone #: [REDACTED]			
PU Notes:									
DO Date/Time: 11/13/2017 7:45 AM		Address: [REDACTED] Center, 1250 East Marshall St., Richmond, VA, 23298				Phone #: (804) 828-2467			
DO Notes:									
Trip Type: Demand		Mobility:	Esc: 0 Att: 0 Infant Seat: 0 Car Seat: 0 Booster Seat: 0						
Est. Miles: 4.98		Unloaded Miles:		Member No Show: N					
Trip ID: 4634-B	Leg ID: 9003	Client: Anthem Plus	Mbr Name: [REDACTED]			Mbr ID: 599	Mbr Age: 27		
PU Date/Time: Will Call		Address: VCU Medical Center, 1250 East Marshall St., Richmond, VA, 23298				Phone #: (804) 828-2467			
PU Notes:									
DO Date/Time: 11/13/2017 10:30 AM		Address: [REDACTED], Richmond, VA, 23223				Phone #: [REDACTED]			
DO Notes:									
Trip Type: Demand		Mobility: Ambulatory		Esc: 0 Att: 0 Infant Seat: 0 Car Seat: 0 Booster Seat: 0					
Est. Miles: 4.85		Unloaded Miles:		Special Rate:		Member No Show: N			

The Trip ID number is also referred to as the Trip Number.

The Leg ID identifies each leg of the trip by number.

The Pick Up and Drop Off Note field displays manifest notes entered by the Call Center.

The Trip Type displays whether the trip is a "Demand" or "Subscription trip."

The manifest header displays the Provider name and date of the trip(s). The number of New, Modified and Cancelled* trips are also displayed.

Manifest Instructions

SOUTHEASTRANS													
Provider: Speedy Z's		Date: 11/13/2017		New	4	Modified	0	Cancelled	0	Total	4		
NEW													
Trip ID: 4634-A		Leg ID: 9002		Client: Anthem Plus		Mbr Name: [REDACTED]		Mbr ID: 599		Mbr Age: 27			
PU Date/Time: 11/13/2017 7:15 AM		Address: [REDACTED], Richmond, VA, 23223						Phone #: [REDACTED]					
PU Notes:													
DO Date/Time: 11/13/2017 7:45 AM		Address: VCU Medical Center, 1250 East Marshall St., Richmond, VA, 23298						Phone #: (804) 828-2467					
DO Notes:													
Trip Type: Demand		Mobility: Ambulatory		Esc: 0		Att: 0		Infant Seat: 0		Car Seat: 0		Booster Seat: 0	
Est. Miles: 4.98		Unloaded Miles:		Special Rate:		Member No Show: N							
Trip ID: 4634-B		Leg ID: 9003		Client: Anthem Plus		Mbr Name: [REDACTED]		Mbr ID: 599		Mbr Age: 27			
PU Date/Time: Will Call		Address: VCU Medical Center, 1250 East Marshall St., Richmond, VA, 23298						Phone #: (804) 828-2467					
PU Notes:													
DO Date/Time: 11/13/2017 10:30 AM		Address: [REDACTED], Richmond, VA, 23223						Phone #: [REDACTED]					
DO Notes:													
Trip Type: Demand		Mobility: Ambulatory		Esc: 0		Att: 0		Infant Seat: 0		Car Seat: 0		Booster Seat: 0	
Est. Miles: 4.85		Unloaded Miles:		Special Rate:		Member No Show: N							

- * New – the number of trips that were recently added to the manifest
- * Modified – the number of trips that were modified since being accepted by the Provider
- * Cancelled – the number of trips cancelled since being accepted by the Provider

The trips on the manifest are listed in chronological order (date & time) based on the pick up time for the A Leg.

Additional legs are listed under the A Leg.

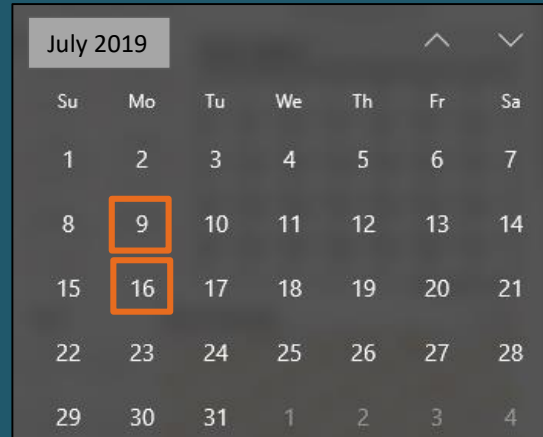
Manifest Delivery Schedule

- Manifests are available on the portal thirty (30) days prior to the day of service
- A member or facility can schedule 30 days prior to the appointment date to secure transportation

Day of Service (Member's Travel Day)	Manifest is Available (thirty days prior to Day of Service)
Monday	Monday at 12am
Tuesday	Tuesday at 12am
Wednesday	Wednesday at 12am
Thursday	Thursday at 12am
Friday	Friday at 12am
Saturday	Saturday at 12am
Sunday	Sunday at 12am

Example:

A Member's scheduled day of service is Monday, July 16th.



A calendar for July 2019. The days of the week are listed at the top: Su, Mo, Tu, We, Th, Fr, Sa. The dates are arranged in a grid. The 9th (Monday) and 16th (Monday) are highlighted with orange boxes. The 16th is the scheduled day of service.

July 2019						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

The manifest will be available on Monday, July 9th.

Manifest Delivery Schedule

- Subsequent manifests, including new trips that may occur within the next 24 hours, trip modifications and cancelled trips, are available every 4 hours
- Urgent trips are available within 5 minutes of being assigned to the Provider

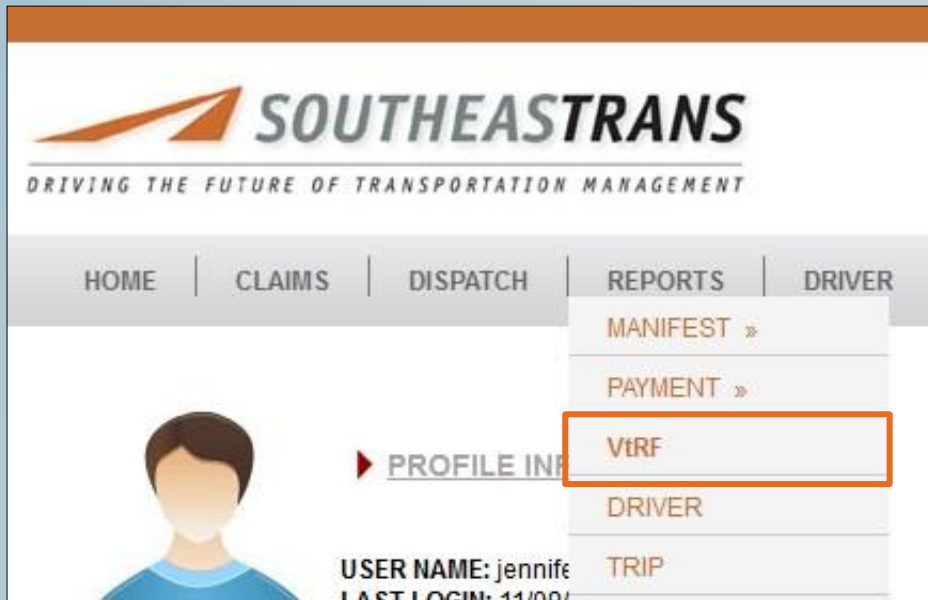
PU Date/Time: 11/13/2017 7:15 AM
PU Notes:

DO Date/Time: 11/13/2017 7:45 AM
DO Notes:


Manifests may list multiple trips.


Review the trip date of each trip on the manifest.


Virtual Trip Reimbursement Form



Trip Reimbursement Form
Trip Data for: 11/9/2015



NEMT Contract Provider:	License Plate #	Vehicle Mileage:	Last 4 VIN Number:	SET Inspect. Deal #
Shift Start Time:	Diver's Name:	Driver's Signature:	Attendant / Monitors Name:	
9:44 AM	Paul Smith		NA	

Member Name:	PU Time:	DO Time:	Trans:	Member Signature:	Esoort Name:	Esoort Rel:
Trip Confirmation Number:	PU Mileage:	DO Mileage:		Esoort Signature:		Trip Status:
11/9/2015	12:00 PM	1:00 PM	1		N/A	N/A
						As Planned
No Comment						

Reports > VTRF

- Displays all information captured by the iPad
- Used to submit or re-submit trips to the Claims Department

Trip Report



Assigned Trips By Southeastrans


Date of Service: 11/10/2015

Leg ID	Leg	Driver	Member	PickUp Address	PTime Sched	Dropoff Address	DOTime Sched	Trip Status	Driver Status
7271000	A	THOMAS TRINIEL	THOMAS TRINIEL	8113 FANTASY LN DECATUR, GA 30033-0810	11/10/2015 11:02 AM	8113 NORTHEAST DR NW ATLANTA, GA 30318-0027	11/10/2015 11:30 AM	Scheduled	Sent
7271001	B	THOMAS TRINIEL	THOMAS TRINIEL	8113 NORTHEAST DR NW ATLANTA, GA 30318-0027	11/10/2015 3:30 PM	8113 FANTASY LN DECATUR, GA 30033-0810	11/10/2015 3:59 PM	Scheduled	Unassigned

Reports > Trip

- Displays the Manifest
- Historical report of the Dispatch screen
- Can be used for spreadsheet dispatching


Self Service Help Desk



DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT


Admin | My Profile | Log Off

HOME | CLAIMS | DISPATCH | REPORTS | DRIVER | ADMIN




► PROFILE INFORMATION

USER NAME: [REDACTED]
LAST LOGIN: 11/09/2015




SEARCH TRIPS


Search Trips



MY CUSTOM REPORTING



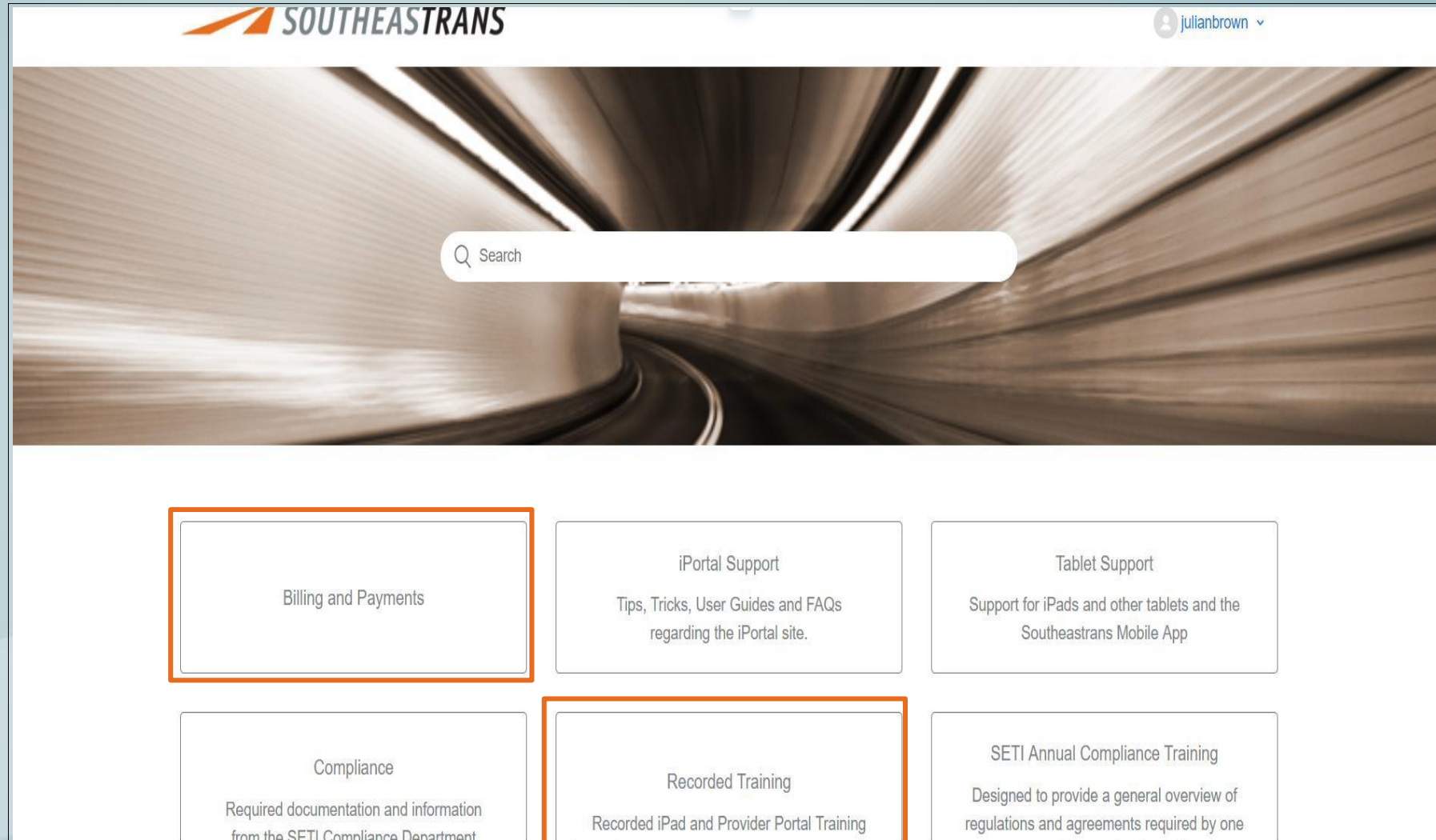
FREQUENTLY ASKED QUESTIONS



MY TRIP ADVISOR

- Forms
- Tutorials
- Billing and Payments
- iPad Training
- Pay Period Calendars

Self Service Help Desk



Southeastrans Help Desk Contact Information

iSupport@southeastrans.com

Quality Assurance Department

Customer satisfaction is the ultimate measure of success for Southeastrans, Inc. Southeastrans strives for complete customer satisfaction throughout the transportation management and service delivery process.



Quality Assurance Department



Complaints from customers, facilities, or the general public are indications that a service function has failed to perform as intended and that a quality issue needs to be addressed. All complaints are taken very seriously and given the highest priority for investigation and resolution. Complaints may be received verbally by telephone or in person, or in writing. Regardless of the origin or the method by which the complaint is received, all complaints are processed in the same manner.

INQA@Southeastrans.com or 1-888-833-4154

Quality Assurance Department

Southeastrans' Quality Assurance Department records, tracks, and manages complaint investigations using the process below:

1

All complaints are tracked and reviewed.

2

The QA Department completes the Request for Explanation form and sends to the involved Provider.

3

Transportation providers have 24 hours to respond in writing.

4

The QA Department conducts an investigation and develops a recommendation for complaint resolution.

5

All complaint resolutions must be completed within three business days.

6

A Complaint Summary Report is produced each month.

A close-up of a hand with the index finger pointing towards the text "INTERNAL AUDIT".

INTERNAL AUDIT

What is Fraud, Waste & Abuse (FWA)

Fraud: The **intentional deception or misrepresentation** that an individual knows, or should know, to be false, or does not believe to be true, and makes, knowing the deception could result in some unauthorized benefit to himself or some other person(s).

Waste: The **over-utilization** of services, or practices that result in unnecessary costs.

Abuse: **Practices that are inconsistent** with sound fiscal, business, or medical practices, and result in an unnecessary cost to the Medicaid and Medicare program, a reimbursement for services that are not medically necessary, or services that fail to meet professionally recognized standards for health care.

Help fight Fraud, Waste, or Abuse.

Providers and Drivers should report suspected abuse and/or neglect of a member to Southeastrans. Southeastrans will forward this information to our Client and/or the appropriate State Agency pursuant to the laws and regulations of the State in which the member resides. Reports can be made anonymously.

Fraud	Waste	Abuse
Any attempt to scheme or defraud any healthcare benefit program; any attempt to obtain money or property of any healthcare benefit program.	The over utilization of services that may result in unnecessary costs to the healthcare system.	Any actions resulting in unnecessary costs to the healthcare system, improper payment for services, services that are medically unnecessary.



Don't be afraid to report suspected fraud, waste, or abuse. You are protected against retaliation or retribution for a report that is provided in good faith.

If you have knowledge of fraud, waste, or abuse contact:

Internal Audit Department
(404) 942 - 4278
reportfraud@southeastrans.com

**Office of Inspector General
(OIG)**
1.800.433.3982

**Medicaid Fraud Control
Unit (MFCU)**
1.800.433.5454

**Southeastrans Ethics Compliance
Line Program**
1.855.299.9309
<https://southeastrans.alertline.com>

KEY CONTACTS



FACILITY OUTREACH MANAGER	Jodie Little	317-671-2249	JoLittle@Southeastrans.com
Provider Relations Northern Region	Kristy Swoveland	765-602-6004	KSwoveland@Southeastrans.com
Provider Relations Southern Region	Steve Buckner	404-307-2074	Sbuckner@Southeastrans.com
Where's My Ride		1-855-325-7586 (Option2)	
Facility Reservation Line		1-855-325-7588	
Provider Dispatch Line		1-855-325-7611	
Facility Dispatch Line) for Trip Leg ID's with preferred EMS relationship)		1-888-822-6104	
Quality Assurance		1-888-833-4154	
Gas Reimbursement			INGR@Southeastrans.com
Claims Inquiries			INClaims@Southeastrans.com
Compliance Manager	Jennifer Roe	317-619-9262	JRoe@Southeastrans.com



Questions

 **SOUTHEASTRANS**
DRIVING THE FUTURE OF TRANSPORTATION MANAGEMENT

Session Survey

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1084>